

CLAIM AMENDMENTS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently amended) A service support system comprising:
a service request interface including a service request processor and configured to communicate with a service request system;
a dispatch system interface including a dispatch processor and configured to communicate with a dispatch system; and
a service support processor configured to execute instructions residing in a service assignment module; and
a memory to store:
[[a]] the service assignment module comprising processor-executable instructions that when executed by the service support processor, cause the service support processor econfigured to:
assign a first service request to a technician from a pool of available technicians based at least in part on a historical performance statistic of the technician and a first current location of the technician determined at least in part from global positioning location data associated with a Global Positioning System (GPS) locator, the first service request received via the service request interface;
notify the technician of the first service request via the dispatch system interface; and
assign a second service request to the technician based at least in part on a second current location of the technician after receiving service order completion data and frame order completion data related to the first service request, wherein the service order completion data and the frame order completion data related to the first service

request indicate that tasks associated with the first service request are complete.

2. (Currently amended) The service support system of claim 1, further comprising a geo-location interface configured to access the GPS locator, the global positioning system indicating to determine the first current location of the technician, the second current location of the technician, or any combination thereof.

3. (Currently amended) The service support system of claim 1, further comprising a service request status interface ~~for accessing to access~~ status data associated with the first service request, the second service request, or any combination thereof.

4. (Original) The service support system of claim 3, wherein the service request status interface is a web-based interface.

5. (Previously presented) The service support system of claim 3, wherein the service request status interface is accessible to a competitive local exchange carrier and wherein the technician is associated with an Incumbent Local Exchange Carrier (ILEC).

6. (Original) The service support system of claim 1, further comprising:
a frame system interface configured to access a frame operation management system, the service assignment module configured to transfer frame related service requests to the frame operation management system via the frame system interface.

7. (Original) The service support system of claim 1, further comprising:
a scoring interface configured to access a technician scoring system, the technician scoring system storing an efficiency scoring associated with the technician.

8. (Original) The service support system of claim 1, further comprising:
a statistical knowledge interface configured to access a statistical knowledge system, the statistical knowledge system storing statistical data associated with the service request.

9. (Original) The service support system of claim 1, further comprising:
a billing system interface configured to communicate with a billing system, the billing system to receive completion data associated with the service request.
10. (Original) The service support system of claim 1, further comprising a user interface to provide data associated with the technician.
- 11-13. (Canceled).
14. (Currently amended) A work force administration system comprising:
~~a memory, wherein the memory includes:~~
a dispatch interface configured to communicate with a technician dispatch system;
~~a processor to execute instructions stored in memory;~~
and
~~a memory accessible to the processor, the memory storing a dispatch module comprising computer-executable instructions that when executed, cause the processor configured to:~~
receive a service order via a service request interface;
access technician statistics associated with each of a plurality of technicians, the technician statistics indicating an expected travel time to a location associated with the service order and an expected time remaining to complete a current task, wherein the expected travel time for each respective technician is based on a current location of the respective technician relative to the location associated with the service order,
~~wherein the location of the respective technician is determined at least in part from a global positioning location received from a Global Positioning System (GPS);~~
assign at least one task of the service order to a technician of the plurality of technicians based on the technician statistics of each of the plurality of technicians while the technician is engaged in the current task; and
transfer service instructions associated with the service order via the dispatch interface to the technician dispatch system.

15. (Canceled)

16. (Currently amended) The work force administration system of claim 14, wherein the dispatch module utilizes [[a]] the global positioning location received from the GPS system based at least in part on GPS data generated by a GPS locator global positioning system location associated with the technician to formulate the dispatch instructions.

17. (Previously presented) The work force administration system of claim 14, wherein the dispatch module utilizes historical work force and work load statistics to formulate the dispatch instructions.

18. (Currently Amended) A system comprising:

~~a memory, wherein the memory includes:~~

~~a mobile technician interface configured to communicate with a mobile technician monitoring system;~~

a processor adapted to execute instructions stored in memory;

and

a memory accessible by the processor, the memory storing:

a frame order management system interface including processor-executable instructions that when executed, cause the processor configured to directly manipulate a central office equipment management system via communication communicate with a frame order management system;

a web-based order status reporting interface;

an assignment module including processor-executable instructions that when executed, cause the processor configured to assign a first task of a service request via the mobile technician interface, and to assign a second task of the service request via the frame order management system interface; and

an order status monitoring module including additional processor-executable instructions that when executed, cause the processor configured to access the mobile technician monitoring system via the mobile technician interface to receive service order completion data associated with the first task and configured to access the frame order management system via the

frame order management system interface to receive frame order completion data associated with the second task, and ~~wherein the order status monitoring module is configured to provide an order status~~ associated with the service request based on the service order completion data and the frame order completion data via the web-based order status reporting interface.

19. (Currently amended) The system of claim 18, wherein ~~the additional processor-executable instructions within the order status monitoring module, when executed, cause the processor to report[[s]] a complete status associated with the service request upon receipt of both the service order completion data and the frame order completion data.~~

20. (Currently amended) The system of claim 18, further comprising an internal service management interface configured to communicate with an internal service management system, and wherein the ~~additional processor-executable instructions within the order status monitoring module, when executed, cause the processor is configured to access the internal service~~ management system via the internal service management interface to receive internal service completion data.

21. (Previously presented) The system of claim 18, further comprising:
a service order request interface configured to communicate with a service order request system; and
an order dispatch module configured to access the service order request system to receive the service request.

22-24. (Canceled).

25. (Previously presented) The system of claim 18, further comprising an inventory provisioning interface configured to access a public switch telephone network inventory system.

26. (Previously presented) The system of claim 18, wherein the order status reporting interface is configured to provide access to a competitive local exchange carrier.

27. (Canceled)

28. (Currently amended) A service order status interface comprising:
~~a processor to post a web page, the web page based at least in part upon processor-executable instructions associated with the web page and stored in memory; and a memory storing [[,]]the memory including at least one web page configured to access an order status monitoring module comprising the processor-executable instructions associated with the web page that when executed by the processor, provides access to: the order status monitoring module configured to access a technician monitoring system via a technician interface to receive service order completion data associated with a service request; and the order status monitoring module configured to access a frame order management system via a frame order management system interface to receive frame order completion data associated with the service request, the frame order completion data based at least in part on work completed on central office equipment or regional office equipment; and [[,]] the at least one web page configured to display~~
a service request status associated with the service request, the service request status provided by the order status monitoring module and associated with the service order completion data and the frame order completion data.

29. (Currently amended) The service order status interface of claim 28, wherein the at least one web page is accessible by a competitive local exchange carrier.

30. (Currently amended) A method to facilitate service dispatch, the method comprising: communicating with a service request system via a service request interface to receive a service request;

determining a ~~current~~ location of a technician of a plurality of available technicians based on near real-time Global Positioning System (GPS) data; assigning the service request to the technician based at least in part on a historical technician performance statistic and the ~~current~~ location of the technician; and notifying the technician of the service request via a dispatch system interface.

31. (Canceled).

32. (Original) The method of claim 30, further comprising accessing status data associated with the service request via a service request status interface.

33. (Original) The method of claim 32, wherein the service request status interface is a web-based interface.

34. (Canceled).

35. (Currently amended) The method of claim 30, further comprising accessing a central office equipment frame operation management system via a frame system interface, the service assignment module configured to transfer frame related service requests to the central office equipment frame operation management system via the frame system interface.

36. (Original) The method of claim 30, further comprising accessing a technician scoring system via a scoring interface, the technician scoring system storing an efficiency scoring associated with the technician.

37. (Canceled).

38. (Currently amended) A method comprising:
assigning a first task related to a service request to a first technician via a mobile technician interface, wherein the first task is assigned based at least in part on a technician location determined at least in part based on data received from a Global Positioning System (GPS) locator;
assigning a second task related to the service request to a second technician via a frame order management system interface;
accessing a mobile technician monitoring system via the mobile technician interface to receive service order completion data associated with the first task;
accessing a ~~frame order management system~~ via the frame order management system interface to receive frame order completion data associated with the second task;
and
providing an order status associated with the service request based on the service order completion data and the frame order completion data via a web-based order status reporting interface.

39-40. (Canceled).

41. (Currently amended) The service order status interface of claim 28, wherein the service request relates to a first task associated with the service order completion data, wherein the first task is assigned based at least in part on a technician location determined at least in part based on data received from a Global Positioning System (GPS) locator, and a second task associated with the frame order completion data and wherein the at least one web page displays a status of each of the first task and the second task.

42. (Currently amended) The service support system of claim 1, wherein the second current location of the technician is different from a location associated with the first service request.

43. (New) The system of claim 18, wherein the assignment of the first task of the service request via the mobile technician interface is based on a location of a technician, the location determined at least in part from Global Positioning System (GPS) data.

44. (New) The system of claim 43, wherein the GPS data is received from a GPS locator associated with a service delivery vehicle.

46. (New) The system of claim 18, wherein the second task is associated with work on central office equipment.

47. (New) The method of claim 38, wherein the second task is associated with work on central office equipment or work on regional office equipment.

48. (New) The method of claim 38, wherein the frame order management system interface is configured to directly manipulate a central office equipment management system.

49. (New) The system of claim 1, wherein the GPS locator is associated with a service delivery vehicle.

50. (New) The system of claim 30, wherein the GPS data is received from a GPS locator associated with a service delivery vehicle.